

PRODUCT/SERVICE

PURPOSE

This is a performance based statement of work for the acquisitions of travel agent services for the U.S. Department of Energy (DOE). Failure of the contractor to provide quality services will result in the DOE discontinuing services by not exercising remaining options. Deductions will be taken for not meeting expectations.

Travel agent services for various types of domestic and international travel will be provided to DOE under the GSA Schedule SIN 599-2 and 599-1000. The DOE is supplementing the GSA work scope to include the Performance Work Statement (PWS) contained in this solicitation. Where there may be a conflict between the GSA schedule work scope and the DOE (PWS), the DOE (PWS) will prevail.

The DOE is currently in the process of migrating to eTravel Service (eTS). The contractor will be responsible for a seamless transition to the eTS firm selected by the DOE. The contractor will not request any increase in fees as a result of the migration process and/or the implementation of the new eTS.

SCOPE

The Contractor shall provide all services available under GSA SIN 599-2, 599-1000 and services identified in this (PWS). The contractor agrees to provide these services to any one, some or all DOE locations as well as other organizations that DOE provides administrative services. All employees working on a DOE site must be a U.S. citizens. No security clearances will be required. Background checks will be made before providing Access Only Badges.

Attachment One to this solicitation and resulting Blanket Purchase Agreement (BPA) contains the complete authorized list of DOE activities authorized to use this BPA. The contractor understands and agrees that each DOE activity may withdraw from this BPA by providing 60 calendar days notice to the contractor. If such notice is given to the contractor, the contractor will notify the Contracting Officer within three business days to request a revision to Attachment One.

REQUIREMENTS

A. Services

The Contractor shall provide a full range of travel agent services necessary to accomplish the tasks specified in this scope of work. This includes, but may not be limited to: arranging and booking official travel for individuals and groups; providing travel policy support; providing customer service, reconciling centrally billed accounts; and providing management reports. The Contractor's products/services must complement and support the DOE eTravel Service (eTS) selected firm and its objectives.

The primary method of ticket delivery must be electronic ticketing or use of ticket less procedures when available. The contractor must ensure timely delivery of tickets, itineraries, and other travel documents to Federal travelers designated by the agency/activity.

If electronic ticketing or tickets less procedures are not available, the vendor must use the mail system, overnight delivery, or courier delivery as appropriate to ensure timely paper ticket delivery. For overnight ticket delivery, the contractor must use DOE's small package contracts with our Overnight Carriers. The account number for these contracts will be provided to the selected contractor.

The contractor must be able to provide emergency ticket delivery at the appropriate airport, train station, or bus depot within two (2) hours of notice from the agency/organization.

The contractor must provide each traveler a complete, automated itinerary document including, but not limited to:

- (a) Name of carrier(s);
- (b) Flight, train, bus, or voyage numbers;
- (c) Annotation of one or more allowable exceptions to mandatory use of the GSA's airline City-Pair contract airfares when use of a non-contract air carrier is authorized;
- (d) Departure and arrival time(s) for each trip segment;
- (e) Name, phone number, location, room rate(s), and confirmation number of hotels/motels booked by the Contractor at each destination; guaranteed arrival check-in time; cancellation requirements; and where applicable, tax exemption information;
- (f) Vehicle rental information, including name and telephone number of supplier, pickup and return dates, confirmed rate and confirmation number, and where applicable, special pickup instructions and hours of operation most notably for off-airport suppliers;

- (g) Local and toll-free numbers for both the servicing office and the after-hours emergency services location;
- (h) Special notices or information requested by DOE;
- (i) A statement (with copy of the passenger receipt coupon) of all charges associated with the transportation ticket, including the ticket number, price, and *any* fees charged (including the fee description); and
- (j) Ticket type (electronic or paper).

The information shall be faxed or emailed as requested by the traveler.

B. For Headquarters DOE, until the implementation of eTS, the contractor will provide on DOE site full services to all Headquarters activities. Services on DOE site will be provided at the Forrestal building in Washington, D.C. only. Federal work days are between 8:00 a.m. and 5:30 p.m. local time. DOE will provide office space, janitorial and HVAC at no charge. However, the contractor will provide all office equipment, furniture, IT equipment and phone lines at their own expense.

C. Global Distribution System and On-line Booking System

1. In the conduct of DOE travel services, the contractor must utilize a Global Distribution System to process their transaction(s). The fee for utilizing this system must be included in the individual transaction price.

2. In the conduct of DOE travel services, the contractor must provide a web-based on-line booking system which can be accessed by any DOE employee using the internet at any place. The fee for the web based system must be included in the individual transaction price.

If the DOE employees access the on-line booking system and provides the destination, travel dates and indicates whether or not a hotel or rental car is needed will be considered an "assisted transaction price".

If a DOE employee e-mails, telephones or fax their requirement(s) to the contractor's travel agent, then the transaction will be "full services."